RFP #2203 "Online Training Development for Qualified Mental Health Professionals" vendor inquires and Department of Social Services responses

1. **Question:**

   In section 3.1, the RFP states that the program will be hosted on premises and the successful vendor will provide ongoing support and maintenance. We're assuming this means the Department of Social Services will host the training on its own Web servers, but will want the vendor to be responsible for posting and updating the training on those servers. Can you please confirm? Also, please confirm that the vendor will not be responsible for server maintenance beyond supporting any online course, system, and database files necessary to maintain the program.

   Answer:

   Yes, the Department of Social Services intends on hosting the training on the State's servers. The vendor will not be responsible for server maintenance beyond supporting any online course, system, and database files necessary to maintain the program.

2. **Question:**

   Does the State have security standards or best practices the vendor will be required to maintain?

   Answer:

   Yes. Refer Section 4.8.1 of the RFP and review the standards link identified.

3. **Question:**

   What ecommerce features does the state need? For example, an online shopping cart? PayPal integration? Integration with the state's bank?

   Answer:

   Credit card / debit card processing would be required. The State utilizes Authorize.Net for credit/debit card process. The State will not allow card numbers to be stored. The State will scan for and will continue to maintain 100% PCI compliance for all hosted infrastructure.

4. **Question:**

   What level of sight and hearing accommodation standards does the state follow? For example, ADA 508 Level 2 compliance?

   Answer:

   ADA 508 Level 2 compliance is acceptable. Close captioning will be necessary for any auditory components of the training.

5. **Question:**

   Will the Department of Social Services be providing all course content and/or subject matter expertise for developing the training?

   Answer:

   Yes. The Department of Social Services, Division of Behavioral Health (DBH) will provide the content for training and will maintain responsibility for any participant questions regarding the content. The DBH will work with the vendor to ensure accuracy on the subject matter.

6. **Question:**

Is the Department of Social Services expecting to include video in the course? If so, will the vendor be responsible for scripting, shooting, and editing the video or will the department be providing it?

Answer:
Yes, there should be some media components to the training. Development of the components will be the vendor's responsibility with oversight and input from the Division of Behavioral Health.

7. Question:
What is the available budget for this project?

Answer:
Per Section 7.0 Cost Proposal, the submitted proposal should include a budget proposal and cost rates as outlined in this section. The vendor shall submit the proposed budget based on the required elements outlined in the RFP.

8. Question:
Based on the questions asked in the RFP, it looks like the State prefers a system that's developed using the Microsoft .Net framework. Is the State open to other solutions, such as PHP/MySQL based system?

Answer:
Refer to Section 4.8.1 of the RFP and review the standards link identified and process required for non-standard solutions.

9. Question:
Is the State open to open source-based solutions?

Response:
Open source-based solutions are unlikely to pass the security requirements. The State is not prepared to maintain open sourced web environments for security, patches, and vulnerabilities over time. Refer to Section 4.8.1 of the RFP and review the security information on the standards link identified.

10. Question:
What level of support is the State looking for on the system? Supporting system administrators? Supporting end users? 24-7-365 server support?

Answer:
The vendor will be responsible for software support, and provide hard copies of documents and videos of all of the training components including slides, videos, and other training materials used in the development and production of the training.

11. Question:
Do you have an existing LMS, or would you like us to implement one?

Answer:
The State does not have an existing LMS.

12. Question:
For an LMS, are you open to using Moodle? It works in the Microsoft environment.

Answer:
Refer to Section 4.8.1 of the RFP and review the standards link identified and process required for non-standard solutions.